TRICARE
Your Military Health Plan

Behavioral Health Care Services

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Referrals and Authorizations

- **Referral:** The act or instance of referring a beneficiary to another authorized provider for necessary medical or behavioral health care treatment.
- **Prior Authorization:** A decision issued electronically or in writing that states TRICARE will cover services that have not yet been received. Failure to obtain a prior authorization when required will result in a denial of payment for those services.

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Active Duty Service Members (ADSMs)

- Must seek care at a military treatment facility (MTF)
- May be referred to a civilian provider if MTF availability is limited
- If enrolled in TRICARE Prime Remote services may be authorized by your SPOC

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TRICARE Prime Beneficiaries (Except ADSMs)

- Entitled to eight (8) initial outpatient visits per enrollment year
- No prior authorization required
- No PCM referral is needed
- Must seek care from a TRICARE network provider
- Prior authorization is required after the eighth (8th) visit

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TRICARE Standard and TRICARE Extra Beneficiaries

- No referrals required for any outpatient visits
- Entitled to eight (8) initial outpatient visits per fiscal year without authorization
- Prior authorization is required after the eighth (8th) visit
- Seeking care from a TRICARE network provider will reduce your out-of-pocket costs under the TRICARE Extra option

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Beneficiaries Eligible for both TRICARE and Medicare

- Medicare is the primary payer
- No referrals or prior authorization needed for inpatient behavioral health care services
- When Medicare benefits are exhausted, TRICARE becomes the primary payer
  - Prior authorization is required from your TRICARE regional contractor

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Behavioral Health Care Providers

- Psychiatrists (M.D., D.O.)
- Clinical Psychologists (Ph.D.)
- Certified psychiatric nurse specialists (PNS)
- Masters level clinical social workers (MSW)
- Certified marriage and family therapists (MFT)
- Pastoral counselors & Mental health counselors*

**with physician referral and supervision*

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Overview of Costs and Fees

Program	Active Duty Costs	Active Duty Family Member	Retirees and others
Prime	$0	No deductible No copayment	No deductible $25 copayment
Extra	N/A	Cost-share after deductible is met 15% of negotiated rate	Cost-share after deductible is met 20% of allowable charge
Standard	N/A	Cost-share after deductible is met 20% of negotiated rate	Cost-share after deductible is met 25% of allowable charge
TPR/ TPRADFM	$0	$0	N/A

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TRICARE Covered Outpatient Services

- Outpatient Services
  - Family Therapy
  - Collateral Visits
  - Play Therapy
  - Psychoanalysis*
  - Psychological Testing*

**Prior authorization required*

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TRICARE Covered Inpatient Services

- Inpatient Services
  - Acute Inpatient Psychiatric Care
  - Partial Hospitalization
  - Residential Treatment Center (RTC) Care
  - Substance Abuse
    - Detoxification
    - Rehabilitation
    - Outpatient care

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Accessing Care and Obtaining Prior Authorization

Contact your TRICARE Regional Contractor or TRICARE Area Office (TAO):

- To find out more information about your benefits
- Find a behavioral health care provider in your area
- Your behavioral health care provider is responsible for obtaining prior authorization for additional visits

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TRICARE South Region Contractor

Humana Military Healthcare Services

www.humana-military.com

1-800-444-5445

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TRICARE North Region Contactor

Health Net Federal Services

www.healthnetfederalservices.com

1-877-TRICARE (1-877-874-2273)

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TRICARE West Region Contractor

TriWest Healthcare Alliance

www.triwest.com

1-888-TRIWEST (1-888-874-9378)

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Accessing Care in the TRICARE Pacific Region

- **TRICARE Pacific—**includes Guam, Japan, and Korea
- Call 1-888-777-8343 option 4 for assistance

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Accessing Care in the TRICARE Europe Region

TRICARE Europe—includes Europe, Africa, and the Middle East

- To contact TRICARE Europe:
  - DSN 496-6362
  - 00-49-(0)6302-47-6362
  - From CONUS 1-888-777-8343
  - www.europe.tricare.osd.mil/main/mental_health
- You may be referred to Choice Behavioral Health Partnership if needed care is not available in Europe
  - 1-800-700-8646
  - www.choicebehavioral.com

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Accessing Care in the TRICARE Latin America and Canada (TLAC) Region

TRICARE Latin America and Canada—includes all of Latin America (except Panama; includes the Caribbean Basin), Canada, Puerto Rico, and the Virgin Islands

- Call Choice Behavioral Health Partnership
  - 1-800-700-8646 extension 2008
- Exceptions apply to beneficiaries in Guantanamo Bay, Cuba
  - Active duty members and family members must seek care from the Naval Hospital

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Seeking Care in Puerto Rico

- Active duty members may not self-refer for any behavioral health care
- Contact nearest MTF or
- TRICARE Area Office
  - 1-888-777-8343 option 3
  - 1-706-787-2424
- All other TRICARE Prime beneficiaries
  - Humana Military Healthcare Services Puerto Rico Call Center 1-800-700-7104

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Seeking TRICARE Global Remote Overseas Health Care (TGRO)

TRICARE Global Remote Overseas— includes Central/South America, the Caribbean Basin, and the U.S. Virgin Islands

- TRICARE Area Office
  - 1-888-777-8343 option 3
  - 1-706-787-2424
- TRICARE Latin America and Canada (TLAC) PCM Call Center 1-800-834-5514

Seeking Care in Canada

- Active duty and family members should seek care through the Canadian Forces Health Facility (CFHF)

- If care is not available from the CFHF, all care will be obtained from civilian providers or facilities

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Things to Remember When Seeking Behavioral Health Care

- You must be under the care of a provider authorized to prescribe drugs if you are taking prescription medications for a behavioral health condition.
- It is recommended that psychiatric medication management services be provided by a psychiatrist.
- Most non-medical behavioral health providers (e.g., clinical psychologists, clinical social workers, marriage & family therapists, psychiatric nurse specialists) do not need a physician referral and supervision.
- Pastoral and Mental Health Counselors do require a physician referral and supervision.
- Your provider is expected to consult/refer you to a physician for treatment of a condition that co-exists with your behavioral health condition.

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